Ambassador Refresher Conference Call

10 January 2007
1400 EST

Colonel John F. Sackett
CRSC Division Chief
Army Human Resources Command

Agenda

- ✓ ***Welcome & Introductions***
- ✓ ***Recap on Ambassador Program***
- ✓ ***CRSC Technology***
  - ✓ ***Website***
  - ✓ ***New Claim Form***
- ✓ ***Your Questions***
- ✓ ***Administrative***
- ✓ ***Next Ambassador Call***

Welcome - Wendy

- ✓ **Welcome! And Thank you for joining us for the bi-monthly Ambassador Conference Call**
- ✓ **Introductions**
  - COL Sackett, Chief, CRSC Army Division
  - Amy Schossler, Communications Outreach Manager
  - Wendy Wheeler, Communications Outreach – Ambassador Coordinator
- ✓ **Ground Rules**
- ✓ **What is CRSC?**
  - Enacted by Congress on December 2, 2002, CRSC provides compensation for eligible retired veterans with “combat-related” injuries. CRSC is operated under the Army Human Resources Command (AHRC), by the United States Army Physical Disability Agency.

Recap on Ambassador Program - Wendy

✓Ambassador Program in 2006

- Program began in April 2006 with the initial recruitment e-mail. The CRSC Outreach team had a goal of having 30 Ambassadors by September. This goal was reached and exceeded by our first Ambassaador Conference Call in July with over 60 active Ambassadors.
- Created to Spread the word by Retired Veterans to Retired Veterans – the program has gone through many developmental stages over the last 9 months, from just an e-mail campaign to a major grassroots effort that is lead by you!!

✓Where we are today!

- Today we have over 160 Ambassadors, with more coming in every day.
- The presence of Ambasssadors are seen at RADS and Local events throughout the country giving an even stronger validity to eligible retirees on why they have earned the CRSC benefit.
- Because of your dedicated service to the Ambassador Program, we have been able to reach out to more Retired Veterans in the past year since the inception of the CRSC program
- Again, on behalf of the staff at CRSC, we would like to thank you for your dedication and continued service to our Nation's Veterans!

CRSC Technology - Amy

CRSC Website

- ✓ **New Website – changes**
  - Complete Overhaul – making the CRSC webpage more user friendly to keep everyone better informed about ongoing, recent and future happenings at CRSC
    - Completion Date – December 18, 2006
- ✓ **Changes Made to the entire Website**
  - Sections made specifically for those viewing the website: current recipients and prospective recipients seeking more information, including an online Eligibility Questionaire
  - CRSC New – in the News, on Capitol Hill, recent events that have taken place are all updated regularly
  - More informative FAQs
  - Message Board – a way to Share Best Practices by posting your experiences from events, suggestions about how to reach the community and connection to other Ambassadors
  - Ambassador Page with all the tools necessary for current and prospective Ambassadors – includes online tool kits, Activity reports, locating Ambassadors in your area and other resources
  - Affilliates Page for RSO's and VSO's that wish to work together with CRSC to spread the word
  - Media Resources – News releases

New Claim Form – COL Sackett

- ✓ **New Claim Form – changes**
  - Based on feedback from all branches of service and numerous veterans, the DoD made improvements to the CRSC claim form. The new form streamlines the ability of veterans to apply for the compensation they deserve.
- ✓ **What's new about the CRSC Claim form?**
  - Changes include, but are not limited to, larger, more readable font and text boxes to make it easier for the veteran to use the form. The new form also takes claimants through a sequence of eligibility questions and prompts them for the documentation needed for every step.
    - For example, under the "Preliminary Requirements" section, the first question for Active Duty Retirees is, "Did you serve at least 20 years on active duty?" and then asks the veteran to attach a copy of their DD FORM 214(s) providing 20 years of active duty service. Now, there is no question of the supporting documentation needed for the CRSC claim. Everything a veteran needs to know is on the form itself.
- ✓ **When should you expect to see the new Claim Form?**
  - The new DD FORM 2860 is awaiting DoD approval. Once approved, the form will be available on the website

Your Questions – COL Sackett

- ✓ Explanation of the Open Season Election of CRSC v. CRDP
- ✓ Explanation of Medical Retired and those offered early retirement before serving 20 years and eligibility requirements for these individuals
- ✓ Explanation of Retroactive Payments, why they are due to certain Retirees

Administrative - Wendy

- ✓ **Ambassador Mailings**
  - Tool Kits - All up to date
    - Feed Back?
    - If you have not received your tool kit or if there is an error regarding your tool kit, please e-mail me, Wendy: wendy.wheeler@us.army.mil and I will provide you with the necessary items
  - Ambassador Lapel Pins and Coins – All of you should have received your Official Ambassador Lapel pin and Coin. Again, please let me know through e-mail if you have not received these items.
- ✓ **News Release and Tip Sheet**
  - A news release for your local papers is being developed along with a tip sheet on how to submit articles to your local newspapers
- ✓ **Ambassador Recruitment – Know of someone who should be an Ambassador? Sign them up**
  - Access an Application on the CRSC website (www.crsc.army.mil) under the Ambassador's Corner to provide potential Ambassadors!
  - Submit the Application by fax (703-325-1928) or by e-mail (save the application to your desktop, open your e-mail browser, attach the application and send to crscinfo@us.army.mil)
  - Once the application is received, the CRSC Ambassador "Welcome Letter" will be sent to the prospective Ambassador.

Next Ambassador Conference Call - Wendy

- ✓ **Notes**
  - from this Call will be made available on the Web as well as sent to you at your e-mail address.
- ✓ **Our Next Ambassador Call**
  - Wednesday, 14 March 2007, 1400 EST
- ✓ **Questions?**